

Firas Atwi

Artificial intelligence | Management Information Systems
Data Science | Software & Networking

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Summary

A dedicated and professional Management Information Systems graduate with 4+ years of experience across different industries and internships. Proven track record of ensuring the integrity, efficiency, and compliance of diverse business functions. Adept at managing customer service and meticulous record-keeping. Proficient in data management and analysis, full stack web development, and various information systems and programming tools. Skilled in learning new technologies and expanding knowledge, driving customer satisfaction, and fostering collaborative team dynamics. Seeking to work in an environment that supports my intellectual, professional, and personal growth, where I can contribute significantly to the growth of the team/organization with strong experience and expertise leading to success.

Certifications

- ✓ **Professional certificate in applied artificial intelligence – 08/2024**
 - ➔ **Earned 4 international certificates recognized by the American Council of Education, along with a Continuing Education Professional Certificate recognized by the Ministry of Education.**
 - 🚦 **Materials covered: Python, data retrieval, machine learning, computer vision, and natural language processing in addition to designing data science solutions on Azure.**
- ✓ **Microsoft Certified: Azure AI Fundamentals**
Issued by Microsoft, Online
- ✓ **IT Specialist – Python**
Certiport - A Pearson VUE Business, Online
- ✓ **Power BI - Business Intelligence for Beginners to Advance**
BiztictsCom King – Udemy, Online

Professional Experience

- Full Stack Developer – 02/2022 to 06/2024**
BA Solutions – Ain El Remeneh, Lebanon
- Innovated and created diverse web functionalities to enhance the overall user experience and functionality of web applications and developed new features and capabilities that align with user needs and industry trends, contributing to the continuous improvement of web platforms.
 - Utilized programming expertise to design and craft engaging web pages, ensuring seamless navigation and optimal user interaction.
 - Implemented best practices in web page development, combining creativity with technical proficiency to deliver visually appealing and high-performing web solutions
 - Contributed to robust database design, optimizing data structures for efficiency and scalability and executed data migration processes, ensuring the seamless transfer of data between systems and maintaining data integrity throughout the transition.
 - Provided comprehensive documentation for all aspects of web development, including functionalities, code structures, and data models and conducted thorough testing protocols to validate the functionality and reliability of web applications, identifying and resolving potential issues before deployment.
 - Collaborated with REST APIs to establish deep integrations with multiple platforms to ensure seamless communication and data exchange between different systems, enhancing interoperability and expanding the capabilities of the integrated platforms.
- Payroll Controller and Call Center Agent at the Call Center & Control Department – 09/2019 to 01/2022**
Blom Bank, Hamra, Lebanon
- Oversaw and managed the end-to-end monthly payroll process for employees and ensured accurate and timely processing of payroll transactions, including salaries, bonuses, benefits, and deductions
 - Conducted simple audits and reviews to identify and rectify discrepancies and prepared and submitted accurate payroll tax reports to relevant authorities and reconcile payroll transactions with financial records.
 - Collaborated with finance departments to ensure accurate financial reporting.
 - Engaged in proactive communication with dealers to oversee and facilitate the registration process for cars.
 - Ensured timely follow-up to streamline the registration workflow, contributing to efficient and compliant registration procedures and implemented a systematic follow-up approach with clients to ascertain the completion of all necessary paperwork.
 - Regularly communicated with clients to confirm that they have signed all required documents, fostering a thorough and organized documentation process.
 - Exercised diligent control over the balances of company accounts domiciled at our branch.
 - Conducted regular assessments to determine the adequacy of funds, maintaining financial stability and integrity for the branch and the associated accounts.
- Researcher & Data Entry Specialist – 02/2014 to 08/2019**
Market Research Organization (MRO), Hamra, Lebanon
- Ensured the accuracy and consistency of data entry by meticulously following established data program techniques and procedures.
 - Upheld data quality standards to guarantee that entered information meets predefined criteria for accuracy and completeness.
 - Validated the functionality and integrity of customer and account systems through rigorous testing.
 - Input new data during system changes and upgrades to assess their impact, ensuring seamless integration without compromising data integrity.
 - Safeguarded critical information against potential loss or corruption by diligently completing database backups.
 - Implemented proactive measures to secure data, contributing to the overall resilience and reliability of the database system.

Internships

- Internship at the IT Department – 09/2020 to 12/2020**
Unigaz International Ltd. – Beirut, Lebanon
- Provided assistance in overseeing and managing the entire spectrum of IT operations for Unigaz across the Middle East and Africa and contributed to the seamless functioning of IT systems, ensuring operational efficiency and alignment with organizational goals.
 - Assisted in training programs and workshops for staff employees, focusing on the utilization of Vtiger CRM software that were both live sessions and remote trainings to enhance employees proficiency and optimize the use of the CRM software.

- Undertook the installation of hardware components, ensuring the proper setup and functionality of IT equipment an configured firewalls, design network policies, and establish Virtual Private Networks (VPNs) to enhance network security and connectivity.
- Took a proactive role in managing the organization's network infrastructure, ensuring its reliability and optimal performance and implemented robust data security measures to safeguard sensitive information, employing strategies to mitigate potential security risks and vulnerabilities.

Education

Bachelor’s Degree in Management Information System – 2018
Lebanese University, Beirut, Lebanon

Skills & Expertise

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| <ul style="list-style-type: none">• Leadership & Team Management• Negotiations & Contracts• Policies & Procedures• Programing languages: JAVA, C / C++, PHP, JavaScript, HTML,CSS.Compliance• Framework: Laravel• Database: SQL• Vtiger CRM software• Strategic Problem-Solving & Critical Thinking• Decision-Making• Taking Intiative• Crisis Management• Project Management• Teamwork & Team spirit• Market research & Analysis• Strong analytical and research skills | <ul style="list-style-type: none">• Microsoft Office• Microsoft Power Business Intelligence• Detail Oriented & Well-Organized• Result-driven• Excellent interpersonal & Communication skill & relationship building skills• Customer Service Orientation• Flexibility• Self-motivation• Ability to work under pressure• Ability to work independently and within a team environment• Adaptability and Flexibility• A strong focus on quality and on meeting objectives• Ability to plan, identify and set priorities• Time Management |
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Languages

Arabic: Native | **English:** Fluent